

Hospital Inquiry (HINQ) User Manual V. 4.0

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Introduction

Main features of the HINQ package include the following.

- Requests may be sent individually, when necessary, or numerous requests may be forwarded in batch mode
- Status of Suspense file entries is automatically updated by the system to indicate the current status of the request
- System returns possible response matches in the form of an abbreviated message response
- Expanded informational response is obtained
- Provides the capability to update returned HINQ data directly into the PATIENT file

A HINQ inquiry is a request from a VA Medical Center for information pertaining to a veteran. HINQ requests are sent from a **VISTA** computer over IDCU (Integrated Data Communications Utility) to a remote VBA (Veterans Benefits Administration) computer where veteran information is stored. Requests are processed by the VBA computer and returned via the utility to the **VISTA** computer.

HINQ inquiries can only be directly sent to the VBA computer by users who are holders of the HINQ security key, DVBHINQ, and who have received a HINQ password. Other users may make HINQ requests but these are placed into a file (called the HINQ Suspense file) to be sent by a user with the required security to the VBA computer at a later time.

The HINQ Suspense file serves two major functions. As its name suggests, HINQ requests can be placed in this file for later processing. These requests are entered into the file with a status of PENDING. Selected options allow holders of the HINQ security key to release these requests for transmission to the VBA computer. The file also serves as a log in that HINQ responses from the VBA computer are also entered here in a NEW, ABBREVIATED or ERROR status. This provides the medical center with a log of HINQ activity.

The status of Suspense file entries is updated automatically by the system to indicate the current status of the request. Following are the five available statuses for entries in the Suspense file.

PENDING

When a request is placed into the Suspense file for later transmission, the entry is given the status of PENDING. The Suspense file should be used to store requests for batch transmission or when it is not possible to send the request directly to the VBA computer as in the following cases.

- The user does not have the required security - HINQ key and password.
- The network communication system is not functioning.
- The VBA computer is not available for the date and time. Since the VBA computer is only available from 7:30 AM to 6:00 PM daily (Eastern or Central Time) and not on weekends or holidays, requests during these times must be entered in the Suspense file.

When these conditions are detected by the HINQ software, requests are automatically directed to the Suspense file.

NEW MAIL

Entries in the Suspense file with the status of PENDING are updated to the NEW MAIL status when a request has been processed without error by the VBA computer and a response has been returned to the HINQ mail group.

ERROR

Entries in the Suspense file with the status of PENDING are updated to the ERROR status when an error has occurred in the processing of this HINQ inquiry at the VBA computer. For example, the HINQ password was missing or invalid.

ABBREVIATED

Entries in the Suspense file with the status of PENDING are updated to the ABBREVIATED status when an abbreviated response has been received. An abbreviated response occurs when more than one record is found for the message sent. The system will return multiple abbreviated records so that the hospital may select the correct record and initiate another transaction using data from the abbreviated record.

IDCU ERROR

Entries in the Suspense file with the status of PENDING are updated to the IDCU ERROR status when an error has occurred in the return transmission of the HINQ string.

The HINQ package interfaces with the PIMS package allowing users to make HINQ Suspense file entries through select PIMS options. However, the MAS parameter, "Ask HINQ at Registration", and the MCCR parameter, "Ask HINQ in MCCR", must be set to YES in order to accomplish this.

The HINQ Package includes the following options/menus.

HINQUP FEATURES

The options contained in this menu encompass all the updating features. These options are only available to holders of the DVBHINQ and DG ELIGIBILITY security keys.

ENTER A REQUEST IN THE HINQ SUSPENSE FILE

This option is used to enter requests for inquiries into the HINQ Suspense file.

GENERATE HINQ REQUESTS

This option is only available to holders of the HINQ security key, DVBHINQ. When requests for HINQ inquiries are entered through this option, PENDING entries in the Suspense file are transmitted to the VBA computer.

INDIVIDUAL HINQ REQUEST

This option is only available to holders of the HINQ security key, DVBHINQ, and is used to immediately transmit requests for HINQ inquiries to the VBA computer. This option does not create Suspense file entries.

PRINT SUSPENSE FILE MESSAGES

This option is used to print a listing of those patients currently in the Suspense file with a HINQ response message. You may choose to print by patient, requestor or date/time.

PROCESS THE HINQ SUSPENSE FILE

This option is only available to holders of the HINQ security key, DVBHINQ. It is used to release PENDING requests in the Suspense file to the VBA computer.

STATUS OF HINQ BY PATIENT

This option gives information about entries in the Suspense file including the HINQ response message if one has been received. Depending on how your site has this option set up, the option may only be available to holders of the HINQ security key, DVBHINQ.

UTILITIES FOR SUSPENSE FILE

The options contained in this menu are used to perform HINQ utility functions such as purge entries in the HINQ Suspense file, delete an entry from the HINQ Suspense file, edit HINQ parameters and recompile HINQ templates. Depending on how your site has this menu set up, it may only be available to holders of the HINQ security key, DVBHINQ.

VIEW THE HINQ SUSPENSE FILE

This option displays the entries in the Suspense file on the screen.

Orientation

The options in this manual are in the same order in which the menus usually appear on the screen. The HINQ product exports 2 menu structures. These are HINQ Menu and HINQ User Menu. The HINQ User Menu excludes all Utilities for Suspense File options. Since the menus may be changed by the site, the menu structure shown in this manual may be different from the ones seen by every user.

How To Use This Manual

The HINQ Technical Manual is provided in Adobe Acrobat PDF (portable document format) files. The Acrobat Reader is used to view the documents. If you do not have the Acrobat Reader loaded, it is available from the **VISTA** Home Page, "Viewers" Directory.

Once you open the file, you may click on the desired entry name in the table of contents on the left side of the screen to go to that entry in the document. You may print any or all pages of the file. Click on the "Print" icon and select the desired pages. Then click "OK".

Package Management

HINQ inquiries can only be directly sent to the VBA computer by users who are holders of the HINQ security key, DVBHINQ, and who have received a HINQ password (see the diagram "Acquisition of a HINQ Password" found on the following page). A HINQ employee number must be entered into the NEW PERSON file for each user who has a HINQ password. This number is distributed by VBA with the passwords and is entered into the file by the site manager. When a HINQ request is made, this number is sent as part of the HINQ request and identifies the user to VBA. When a user selects options that require a HINQ password, this field is checked to see if the number exists. If it does not, the option is disabled.

There are no known legal requirements associated with this package.

Package Operation

On-line Help

When the format of a response is specific, there usually is a HELP message provided for that prompt. HELP messages provide lists of acceptable responses or format requirements which provide instruction on how to respond.

A HELP message can be requested by typing a "?" or "??". The HELP message will appear under the prompt, then the prompt will be repeated. For example, perhaps you see the prompt

```
IDCU ADDRESS:
```

and you need assistance answering. You enter "?" and the HELP message would appear.

```
IDCU ADDRESS: ?  
CHOOSE FROM:  
  .DMS.BDNE  Philadelphia  
  .DMS.BONC   Hines  
  .DMS.BDNW   Austin  
  .DMS.BDNM   Midwest
```

```
IDCU ADDRESS:
```

For some prompts, the system will list the possible answers from which you may choose. Any time choices appear with numbers, the system will usually accept the number or the name.

A HELP message may not be available for every prompt. If you enter a "?" at a prompt that does not have a HELP message, the system will repeat the prompt.

HINQUP Features

Update HINQs to the Patient file

The Update HINQs to the Patient file option is used to enter returned HINQ data directly into the PATIENT file. You may choose to update the data for a single patient or all patients in the Suspense file who have successfully processed HINQs. If ALL is selected, only those files which have not already been updated or reviewed will be displayed. If PATIENT is selected, the file may or may not have already been updated.

The data is arranged so that it may be viewed and updated through various screens. If the USE HIGH INTENSITY parameter at your facility is set to YES, boldface and flashing type will appear on portions of the HINQ screens. Each piece of information is labeled with a number to the left of the data item. Numbers enclosed by brackets [] may be updated while those enclosed by arrows < > may not. A question mark <?> entered at the prompt which appears at the bottom of each screen (other than Screen 0) will provide you with a HELP SCREEN. This screen describes the use of the <RET> and up-arrow <^> keys, the way to select one, many or all items to update and the "screen jumping" capability.

The screens display both the data in the HINQ message and what is currently in the PATIENT file for comparison. You may choose to update one, many or all data items. The second, third, and sixth screens will automatically update the selected items when chosen. The first, fourth, and fifth screens will list the selected individual data items for editing. After updating has occurred on a screen, the screen will be redisplayed containing the updated data.

Screen 0

This is a verification screen only. It should be used to assure that the HINQ response and PATIENT file data you are comparing are for the same veteran. The patient's name, address, social security number, claim number, patient type, eligibility code, type of response and whether or not updating has previously occurred are some of the items displayed on this screen. If the veteran's monetary benefits have been terminated, you will be so notified on this screen. If the selected patient has died, the following message will appear.

BIRLS indicates Patient is deceased. {Date}

Screen 1

This screen contains the veteran's address information - 3-line street address, city, state, zip code, and county.

HINQUP Features

Update HINQs to the Patient file

Screen 2

This screen contains the following data items: claim number, date of birth, sex, date of death, incompetency rating, POW status, claims folder location, and unemployable status. If the date of birth returned in the HINQ message does not contain a day, updating of the date of birth will not be allowed. If your system is not running MAS v. 5.2 or greater, uploading of the UNEMPLOYABLE field will not be allowed as this field will not be in your PATIENT file.

Screen 3

Screen 3 contains informational service data and disability items such as combined disability percentage, active duty training indicator, additional service, total active service, and permanent and total status. Editable items include Vietnam service, date service data was verified and rated disabilities. Beginning with this version of HINQ, a DIAGNOSTIC VERIFIED INDICATOR field (YES/NO) is received as part of a BIRLS only HINQ response. If this field is set to YES, uploading of service-connected disabilities is allowed. If it is set to NO and you try to upload service-connected disabilities the following message will be displayed.

"BIRLS only response and the 'Diagnostic Verified Indicator' is NO.

Verify SC at folder location: {location}
No updating allowed."

Only service-connected rated disabilities will be updated into the PATIENT file if data item #3 is selected for editing.

If a BIRLS/C&P HINQ response has been received containing service-connected disabilities and you select the rated disabilities for updating, the system will check the following four data items on Screen 0: patient type, veteran status, service-connected status and eligibility code. If any of these items is not consistent with a service-connected rating, the following message will appear.

"HINQ contains sc disabilities, Patient is NSC no updating allowed. Check patient's SERVICE CONNECTION, ELIGIBILITY CODE, VET STATUS, or PATIENT TYPE. Screen 1 contains this."

HINQUP Features

Update HINQs to the Patient file

Screen 4

This screen contains the data elements connected with a period of service. These include entry date, discharge date, branch of service, character of discharge and serial number. Up to three periods of service can be displayed - last episode, next-to-last (NTL) episode, and next-next-to-last (NNTL) episode. Up-arrowing <^> is not allowed when editing the data elements contained on this screen. You will be unable to select NNTL episode for updating if no NTL episode of service exists.

Screen 5

This screen displays informational eligibility information such as entitlement, net award amount, combined percentage of disability, check amount, and aid and attendance status. Data items which may be entered/edited include eligibility status, patient type, verification method, eligibility code and the type and amount received for such benefits as Aid and Attendance, Housebound and VA pension. Up-arrowing (^) is not allowed when editing the data elements contained on this screen.

Screen 6

Screen 6 displays informational annual earnings information for the veteran's spouse and the amount of earned annual income for the veteran. Data items which may be edited include amount of social security, type and amount of retirement, and other income for the veteran. If the amount of social security is returned in the HINQ message and the PATIENT file does not contain the data, the PATIENT RECEIVING SOCIAL SECURITY field of the PATIENT file will be updated to YES when the amount is updated. Both the annual amount and monthly amount of social security may be displayed in the HINQ message but only the annual amount is stored in the PATIENT file.

If the Consistency Checker feature is turned on at your facility, the system will check for inconsistent/unspecified data elements in the PATIENT file after updating has occurred utilizing this option.

HINQUP Features

Update HINQs to the Patient file

With the storage of the returning HINQ information, a check sum has been developed to insure the integrity of the stored data. If the HINQ information in the Suspense file has been adjusted since the last HINQ for the selected patient(s), the following warning message will appear and you will be unable to continue.

"HINQ data does NOT seem right
Re-HINQ and/or Notify system manager.
HINQ check sum failure for {patient name}"

Both the DVBHINQ and DG ELIGIBILITY security keys are required to access the Update HINQs to the Patient file option.

Example

Do you want to examine the Suspense file by 'P'atient or 'A'll P// P

Select Patient from "HINQ Suspense file": CARR,ERIC 08-01-06 123456789
SC VETERAN NOT UPDATED

***** HINQ Upload/edit *****
<<0>>
Verification screen only

Patient file	BIRLS/C&P	NOT UPDATED	HINQ Response

Name: CARR,ERIC			CARR,ERIC
Sex: MALE			MALE
SSN: 123456789			123456789 Verified C&P
Claim #:			6515499
Address: 234 Fifth Street			
Pat. Type: SC VETERAN			Elig. Stat.:
Vet. Y/N: YES			Stat. Date:
Ser. Con.: YES			Verif. Meth.:
Ser. Con. %: 50			Disab. Ind.:
Elig. code: SERVICE CONNECTED 50% to 100%			
Is this the patient to be updated (YES, NO, IGNORE)? YES// <u><RET></u> (YES)			

HINQUP Features

Update HINQs to the Patient file

CARR,ERIC Patient File ((1)) HINQ Response SSN: 6789

[1] Address: 234 Fifth Street ERIC CARR
234 FIFTH ST
ALBANY NY

City: Albany
State: New York
Zip: 12205
County: Albany

<RET> to CONTINUE, '^' to QUIT, N N-N N,N,N,N or (A)-ALL
to update: <RET>

CARR,ERIC Patient File ((2)) HINQ Response SSN: 6789

[1] Claim Num. : 6515499
[2] Date of Birth: AUG 1,1906 AUG 31,1906
[3] Sex: MALE MALE
[4] Date of Death:
[5] Rated Incomp.: Competent, or not an issue
[6] POW: Not applicable
[7] Folder Loc. : 306
[8] Unemployable: Employable

<RET> to CONTINUE, '^' to QUIT, N N-N N,N,N,N or (A)-ALL to update: A

CARR,ERIC Patient File ((2)) HINQ Response SSN: 6789

[1] Claim Num. : 6515499 6515499
[2] Date of Birth: AUG 31,1906 AUG 31,1906
[3] Sex: MALE MALE
[4] Date of Death:
[5] Rated Incomp.: NO Competent, or not an issue
[6] POW: NO Not applicable
[7] Folder Loc. : 306
[8] Unemployable: NO Employable

<RET> to CONTINUE, '^' to QUIT, N N-N N,N,N,N or (A)-ALL
to update: <RET>

HINQUP Features

Update HINQs to the Patient file

CARR,ERIC Patient File ((3)) HINQ Response SSN: 6789

Combat Disab.: NONE Comb. % Disab.: Act. Duty Training:
Additional Ser.: Not an issue
Total Act. Ser.: Perm. & Tot.:

[1] Ver. SVC data: YES
[2] Vietnam Ser.:
[3] Rated Disab. (Patient File):
Rated Disab. (HINQ): POSTOPERATIVE STOMACH INJURY 50 YES

<RET> to CONTINUE, '^' to QUIT, N N-N N,N,N,N or (A)-ALL to update: A

BIRLS only response. Verify SC at folder location: 306
No updating allowed.

Would you like a HINQ message printed out? NO// <RET> (NO)

CARR,ERIC Patient File ((3)) HINQ Response SSN: 6789

Combat Disab.: Comb. % Disab.: Act. Duty Training:
Additional Ser.:
Total Act. Ser.: Perm. & Tot.:

[1] Ver. SVC data: OCT 27,1989 YES
[2] Vietnam Ser.:
[3] Rated Disab. (Patient File): POSTOPERATIVE STOMACH INJURY 50 YES
Rated Disab. (HINQ): POSTOPERATIVE STOMACH INJURY 50 YES

<RET> to CONTINUE, '^' to QUIT, N N-N N,N,N,N or (A)-ALL
to update: <RET>

HINQUP Features

Update HINQs to the Patient file

CARR,ERIC Patient File ((4)) HINQ Response SSN: 6789

EOD		RAD		HINQ Data	
				Bran. Ser.	Char. Ser. Ser. Num.
SEP 18,1943		NOV 21,1945		NAVY	HON 8007926

Patient File

(1) Last episode

(2) NTL episode

(3) NNTL episode

(4) Per. of Ser.: WORLD WAR II

<RET> to CONTINUE, '^' to QUIT, N N-N N,N,N,N or (A)-ALL to update: 1

CARR,ERIC Patient File ((4)) HINQ Response SSN: 6789

EOD		RAD		HINQ Data	
				Bran. Ser.	Char. Ser. Ser. Num.
SEP 18,1943		NOV 21,1945		NAVY	HON 8007926

[LAST]

L-EOD: 9 18 43 (SEP 18, 1943)

L-RAD: 11 21 45 (NOV 21, 1945)

L-Bran.. Ser.: NAVY

L-Char. Ser.: HONORABLE

L-Ser. Num.: 8007926

HINQUP Features

Update HINQs to the Patient file

CARR,ERIC Patient File ((4)) HINQ Response SSN: 6789

EOD		RAD		HINQ Data	
		Bran. Ser.	Char. Ser.	Ser. Num.	
SEP 18,1943	NOV 21,1945	NAVY	HONORABLE	8007926	

Patient File

(1) Last episode
SEP 18,1943 NOV 21,1945 NAVY HONORABLE 8007926

(2) NTL episode

(3) NNTL episode

(4) Per. of Ser.: WORLD WAR II

<RET> to CONTINUE, '^' to QUIT, N N-N N,N,N,N or (A)-ALL

to update: <RET>

CARR,ERIC Patient File ((5)) HINQ Response SSN: 6789

Check Amt.: \$600.00	Combined %:	Net Award Amt.:
Entitlement:		
Aid & Attendance:		

--- Patient Data ---

(1) Elig. Stat.: VERIFIED	Elig. Stat. ent. by: ROLLINS, ROGER
Stat. date: OCT 27,1989	Monetary Ben. Verif:
Verif. Meth.: BIRLS	Patient Elig.:

(2) Pat. Type: SC VETERAN	Vet. (Y/N)?: YES
Ser. Con.: YES	Ser. Con. %: 50
Elig. Code: SERVICE CONNECTED	50% to 100%

(3) A&A:	Amt.: \$	VA Pension:	Amt.: \$
House Bound:	Amt.: \$	VA Disability:	Amt.: \$

<RET> to CONTINUE, '^' to QUIT, N N-N N,N,N,N or (A)-ALL

to update: <RET>

HINQUP Features

Update HINQs to the Patient file

CARR,ERIC Patient File ((6)) HINQ Response SSN: 6789

Amount Earned Annual Income (SPOUSE):\$0
Amount of Annual Social Security (SPOUSE):\$0
Type of other Annual Retirement (SPOUSE):
Amount of other Annual Retirement (SPOUSE):\$0
Amount of other Annual Income (SPOUSE):\$0

Amount of Earned Annual Income (PAYEE):\$0

[1] Amount Annual		
Soc. Sec. (PAYEE):	\$0	\$0
[2] Other Annual		
Retirement (PAYEE):		
[3] Amount Other Annual		
Retirement (PAYEE):	\$0	\$0
[4] Amount Other Annual		
Income (PAYEE):	\$0	\$0

<RET> to CONTINUE, '^' to QUIT, N N-N N,N,N,N or (A)-ALL
to update: <RET>

Would you like a HINQ message printed out? NO// <RET> (NO)

Checking data for consistency...

==> No inconsistencies found in 0 seconds...

Select Patient from "HINQ Suspense file": <RET>

HINQUP Features

Review Patient vs. HINQ data

The Review Patient vs. HINQ data option is used to compare the data in the PATIENT file to the data in the returned HINQ response. This can be done before or after the record has been updated by the HINQ update option. You may select a single patient for comparison or all the applicable patients currently in the Suspense file. If ALL is selected, you may further specify to print only updated entries, only non-updated entries or both. The system will then notify you of the number of patients that will be contained in the selected report. For reports which contain more than one patient, each patient's data will be printed on a separate page.

The output produced is a comparison of the data in the PATIENT file to that in the HINQ response. All of the entries that are contained on the screens of the Update HINQs to the Patient file option appear in this output except period of service and all of screen 5. This option is for comparison only and editing or updating is not allowed.

You must hold the DVBHINQ security key to access this option.

With the storage of the returning HINQ information, a check sum has been developed to insure the integrity of the stored data. If the HINQ information in the Suspense file has been adjusted since the last HINQ for the selected patient(s), the following warning message will appear and you will be unable to continue.

"HINQ data does NOT seem right
RE-HINQ and/or Notify system manager
HINQ check sum failure for {patient name}"

Example

Do you want a print out of a (S)ingle patient or (A)ll of
the patients? S// <RET>

Select Patient from "HINQ Suspense file": JONES,PETER 08-20-06
108101999 SC VETERAN NOT UPDATED

DEVICE: HOME// HALLWAY PRINTER RIGHT MARGIN: 80// <RET>

DO YOU WANT YOUR OUTPUT QUEUED? NO// <RET> (NO)

HINQUP Features

Review Patient vs. HINQ data

Patient		Patient File vs. HINQ		HINQ
Name:	JONES, PETER			JONES, PETER
Address:	234 HOWARD DRIVE			
SSN:	108101999			108101999
Claim number:	6515009			6515009
Date of Birth:	AUG 20, 1906			AUG 20, 1906
Date of Death:				
Rated Incompetent:	NO			
POW	NO			Not applicable
Amount SS:				
Folder Location:				306
Verified SVC:				YES
Vietnam Service:				
Rated Disab. (Patient file)		POSTOPERATIVE STOMACH INJURY	60	NO
Rated Disab. (HINQ):		POSTOPERATIVE STOMACH INJURY	60	NO
EOD	RAD	HINQ Data Bran. Ser.	Char. Ser.	Ser Num.
SEP 18, 1943	NOV 21, 1945	NAVY	HON	8007985
Patient File				
Last episode				
SEP 18, 1943	NOV 21, 1945	NAVY	HONORABLE	8007985
NLT episode				
NNLT episode				
Other Annual Retirement (PAYEE):				
Amt. other Annl. Ret. (PAYEE):		0		
Amt. other Annl. Inc. (PAYEE):		0		

HINQUP Features

HINQ Audit trail

The HINQ Audit trail option is used to produce a listing of the patient records that have been changed by the Update HINQs to the Patient file option. The output may be sorted by patient, user who updated, or date/time the record was updated. The date and time the report is generated will appear at the top of each page along with the page number.

After selecting how you want the list sorted (patient, user, date/time), you will be asked for a device.

Only holders of the security key DVBHINQ may access this option.

Example

Select one of the following:

- 1 Patient
- 2 User
- 3 Date/Time

By which would you like the sort to begin?: Patient// <RET>
DEVICE: <RET> RIGHT MARGIN: 80// <RET>

HINQ Audit List by Patient		OCT 31,1989	10:02	PAGE 1
PATIENT	DATE/TIME		USER NAME	
ATKINSON,GEORGE	OCT 26,1989 11:44		CARSON,CAROL	
DOUGLAS,JOHN	OCT 26,1989 11:49		CARSON,CAROL	
PETESON,RUDY	OCT 27,1989 09:23		PATRICK,JERRY	

HINQUP Features

HINQ Audit trail

The following are examples of the other two sorts.

```
HINQ Audit List by USER NAME      OCT 31,1989   10:02   PAGE 1
USER NAME      DATE/TIME      PATIENT
-----
CARSON,CAROL      OCT 26,1989   11:44   ATKINSON,GEORGE
CARSON,CAROL      OCT 26,1989   11:49   DOUGLAS,JOHN
PATRICK,JERRY      OCT 27,1989   09:23   PETESON,RUDY
```

```
HINQ Audit List by DATE/TIME      OCT 31,1989   10:03   PAGE 1
DATE/TIME      USER NAME      PATIENT
-----
OCT 27,1989   09:23   PATRICK,JERRY      PETESON,RUDY
OCT 26,1989   11:49   CARSON,CAROL      DOUGLAS,JOHN
OCT 26,1989   11:44   CARSON,CAROL      ATKINSON,GEORGE
```

Enter a Request in the HINQ Suspense File

Requests for HINQ inquiries may be entered into the HINQ Suspense file through this option. These requests are given the status of PENDING. They are released for transmission to the VBA computer through another option, Process the HINQ Suspense File, which is available to users who hold the HINQ security key, DVBHINQ, and who have a HINQ password.

This option may also be activated in select Registration and MCCR options of the PIMS package. The flow of this routine differs slightly depending on if the user is going through this routine as a stand-alone option or as part of the PIMS options.

As a stand-alone option

After a patient is selected, the routine checks the patient's eligibility status in the station's main PATIENT file. If the patient's eligibility has not been verified, an entry is made in the Suspense file and given the PENDING status. If the patient's eligibility has been verified, it will be so indicated on the screen and the request will be entered in the Suspense file with a status of PENDING.

At multi-divisional sites, the ASK MEDICAL CENTER DIVISION parameter may be set to YES. If this is done, the division (with a default of the main division) will be asked after the patient is selected. The division name is stored in the Suspense file entry for the veteran and displayed on the first line of the response.

As part of the PIMS options

This routine will be performed during select Registration and MCCR options if the MAS HINQ parameter is set to YES.

The user will be asked if s/he would like to request a HINQ inquiry and will be informed if a HINQ request has already been made for the selected patient. If a HINQ inquiry is requested, an entry is created in the Suspense file for the patient and given the PENDING status.

Entries in the Suspense file include the name of the requestor and the time of the request. The Suspense file also stores the Suspense file status of each entry and date/time that this status was last updated. When the Suspense file is processed, only the patient's name and social security number are sent to the VBA computer.

When this option is used as a stand-alone option, only patients who are already in the main PATIENT file may be selected. A new patient may not be entered into the PATIENT file through this option.

Enter a Request in the HINQ Suspense File

When a request is made for a patient who is already in the Suspense file, the system adds the name of the new requestor(s) and the date/time of request(s) to the existing entry. However, if the same user places more than one request in the Suspense file for the same patient, only the most recent date/time of request will be stored with their user name.

Example

The following examples demonstrate what might appear on the screen while entering a HINQ Request into the HINQ Suspense file. The "Select Medical Center Division" prompt will only appear if you are at a multi-divisional facility and the site selectable parameter has been set to YES.

Example 1 - This example shows a HINQ request being entered into the HINQ Suspense file through this option as a stand-alone option.

```
Select Medical Center Division: BROCKTON MC// BROCKTON DOM
Select PATIENT NAME: SMITH,JOE      01-01-45    079643778
                        in HINQ suspense file
Select PATIENT NAME: <RET>
```

Example 2 - This example shows a HINQ request being entered into the Suspense file in the same manner as in Example 1 above. This patient's eligibility has previously been verified.

```
Select Medical Center Division: BROCKTON MC// <RET>
Select PATIENT NAME: DOE,JOHN      10-20-50    122334444
                        Verified          in HINQ suspense file
Select PATIENT NAME: <RET>
```

Example 3 - This example shows a request for an entry in the Suspense file during patient registration.

```
Select PATIENT NAME: JONES,MARY      07-10-56    345678901
.
.
.
Do you wish to request a HINQ inquiry? NO// Y    in HINQ suspense file
.
.
.
```

Generate HINQ Requests

The Generate HINQ Requests option allows users with the required security key (DVBHINQ) and password to enter HINQ requests which will be immediately sent to the VBA computer during VBA computer workday hours (daily from 7:30 AM to 6:00 PM EST or CST except on weekends and holidays).

When this option is selected, the system checks the current date and time and the HINQ parameter which enables HINQ requests to be sent to the VBA computer. If the VBA computer is not available at this time or if the HINQ parameter is set to disable transmission of HINQ requests, this option will not be available. A message will be displayed to inform the user of the problem. (See notes #3 and #4 on the Notes Page at the end of this option.)

When requests are entered through this option, the system checks the Suspense file for other entries with the PENDING status. All entries with the PENDING status are sent to the VBA computer. Only the patient's name and social security number are sent, even if the claim number and service number are known. If a match is not found and you know the claim number or service number, use the direct input method of the Individual HINQ Request option.

This option will abort on the first request if the password is invalid. The Suspense file will show the first entry with ERROR status and the rest will remain PENDING.

Utilizing this option generates a mail bulletin which is sent to all members of the DVBHINQ mail group. The message informs the recipients processing of the Suspense file has finished, provides the total number of HINQ requests completed, the number which returned a successful response, an abbreviated response and an error response.

If the HINQ MAIL MESSAGES parameter at your site is set to YES, the responses to the HINQ requests transmitted thru this option appear as new mail in the IN basket of all members of the DVBHINQ mail group at the requesting station as well as the original requestor and requestors in the HINQ Suspense file with the DVBHINQ security key.

Generate HINQ Requests

Example

For security purposes, the entry of the HINQ password is not displayed on the screen. The "Select Medical Center Division" prompt will only appear if you are at a multi-divisional facility and the site selectable parameter has been set to YES.

Select patients, enter your Password and HINQ requests will be sent

```
Select Medical Center Division: BRONX OPC// <RET>
Select PATIENT NAME: JAMES,KEVIN      02-16-27      090451832
Select PATIENT NAME: SMITH,ROBERT     07-01-40      162083997
Select PATIENT NAME: ABBOTT,CARMINE   09-30-26      911662389
Select PATIENT NAME: <RET>
```

Enter HINQ PASSWORD: _____ Direct Requests Queued

An example of the MailMan bulletin generated by this option is shown below. This bulletin will be sent to the DVBHINQ mail group only.

```
Subj: Processed HINQs  24 Oct 89  09:51    5 Lines
From: <JONES,WAYNE>      in 'IN' basket.
```

Processing of the HINQ Suspense file has finished.
A total of 4 HINQ Request(s) have been completed.

4 returned a successful response.

0 returned an abbreviated response, check mail message.

0 returned an error response.

Select MESSAGE Action: IGNORE (in IN basket)//

Generate HINQ Requests

Notes

1) A message is displayed indicating the status is already verified when a patient is selected whose eligibility status is VERIFIED in your PATIENT file.

2) When the user selects this option, the USER NUMBER field in the NEW PERSON file is checked to see if the HINQ employee number exists and, if not, the option is disabled. The following message will appear.

"HINQ Employee Number not in New Person file
Notify System Manager"

3) This option cannot be performed during VBA computer non-workday hours. If selected during that time, the following message will be displayed and you will return to the menu.

"HINQ requests allowed only from 7:30 am to 6 pm
and not on Sat,Sun,holidays
Requests may be entered in suspense file"

4) If the HINQ parameter which allows this option to be performed is set to disable transmission of HINQ requests, the following message will be displayed and you will return to the menu.

"Network is disabled
Requests may be entered in the Suspense File"

Individual HINQ Request

The Individual HINQ Request option allows requests to be immediately transmitted to the VBA computer during VBA computer workday hours (daily from 7:30 AM to 6:00 PM EST or CST except on weekends and holidays). This option is activated for users who hold the HINQ security key, DVBHINQ, and a HINQ password.

The VBA network supporting HINQ is composed of 4 computer systems located in Regional Data Processing Centers (RDPCs); one at Austin, one at Philadelphia and two at Hines. Each RDPC supports a number of VBA Regional Offices, which in turn support one or more VA Medical Centers. When this option is utilized, the system will display a message indicating which target computer system you are connecting to.

When this option is selected, the system checks the current date and time and the HINQ parameter which enables HINQ requests to be sent to the VBA computer. If the VBA computer is not available at this time or if the HINQ parameter is set to disable transmission of HINQ requests, this option will not be available. A message will be displayed to inform the user of the problem. (See notes #1 and #2 on Notes Page at the end of this option).

This option will create a Suspense file entry if an individual request by patient is selected and the request is not already in the Suspense file. The status and time of status update for existing entries in the Suspense file will be changed by this option.

The Individual HINQ Request option is the only HINQ option that supports inquiries for applicants **not currently in the PATIENT file**. A DIRECT inquiry prompts for the following veteran information: name, social security number, claim number and service number and does not enter the patient into the PATIENT file. At the same time, this option also allows requests on patients in the PATIENT file. A PATIENT inquiry prompts for a patient name and all necessary data is then taken from the PATIENT file.

For PATIENT inquiry, the response to a HINQ request transmitted thru this option appears as new mail in the IN basket of all members of the DVBHINQ mail group at the requesting station as well as the original requestor and requestors in the HINQ Suspense file with the DVBHINQ security key. For DIRECT inquiry, the MailMan message goes only to the requestor.

Individual HINQ Request

Example

Note that for security reasons, when the password is entered, it is not displayed.

Example 1 - This example shows a HINQ request being made for a patient who is in the station's main PATIENT file.

This option will take 30 seconds to activate

Do you wish to continue? YES// <RET> (YES)

Connecting to PHILLY . . .

Select Input: Patient File, or Direct P// <RET>

Select PATIENT NAME: B6789 BURKE,JAMES 10-10-40 123456789

Enter HINQ PASSWORD:

Request being processed ..

Response received and mailed

Example 2 - This example shows a HINQ request being made for a patient who is not in the station's main PATIENT file.

This option will take 30 seconds to activate

Do you wish to continue? YES// <RET> (YES)

Connecting to PHILLY . . .

Select Input: Patient File, or Direct P// D

Veterans name: FOX,HORACE

Social Security: 579080721

Claim number: SS

Service number: SS

OK? YES// <RET> (YES)

Enter HINQ PASSWORD:

Request being processed ..

Response received and mailed

Individual HINQ Request

Notes

1) This option cannot be performed during VBA computer non-workday hours. If selected during that time, the following message will be displayed and you will return to the menu.

"HINQ requests allowed only from 7:30 am to 6 pm
and not on Sat,Sun,holidays
Requests may be entered in suspense file"

2) If the HINQ parameter which allows this option to be performed is set to disable transmission of HINQ requests, the following message will be displayed and you will return to the menu.

"Network is disabled
Requests may be entered in the Suspense File"

3) After entering <RET> at Step 1, you sometimes may not be able to get through to the VBA target computer system. Either of the following messages may be displayed and you will return to the menu.

"Device is busy (Local device
Enter requests in the Suspense file" not available)

OR

"RING NO ANSWER ON PORT {port number}"
(or) "HOST SHUT"

"Try again in a minute (Remote RDPC
Enter requests in the Suspense file" not available
or busy)

4) When you select this option, the USER NUMBER field in the NEW PERSON file is checked to see if the HINQ employee number exists and, if not, the option is disabled. The following message will appear.

"HINQ Employee Number not in New Person file
Notify System Manager"

Print Suspense File Messages

The Print Suspense File Messages option is used to print a listing of those patients currently in the Suspense file with a HINQ response message. You may choose to print by patient (single or multiple), requestor or date/time.

The most recent HINQ response message associated with each entry will be provided. Entries with a PENDING status will not be displayed unless a HINQ response message has been previously received for that patient. If the UPDATED? field is NO and a date appears in the LAST UPDATED field, this date refers to a previous HINQ message received for that patient and not the most recent one.

With the storage of the returning HINQ information, a check sum has been developed to insure the integrity of the stored data. If the HINQ information in the Suspense file has been adjusted since the last HINQ for the selected patient(s), the following warning message will appear and you will be unable to continue.

"HINQ data does NOT seem right
Re-HINQ and/or Notify system manager.
HINQ check sum failure for {patient name}"

Only holders of security key DVBHINQ may access this option.

Example

```
*****
* This option will print out a report, identical to the mail *
* messages, of the patients in the suspense file with a      *
* successful HINQ request.                                   *
*****

  Printout by (M)ultiple patients, (R)equestor, (D)ate/time?
Multiple// <RET>
Select patient from "HINQ Suspense file":  HOFFMAN,DAN      08-01-45
      4566456456    SC VETERAN          UPDATED (01-11-1990)
Select patient from "HINQ Suspense file":  ABBOTT,ALOYSIOUS
      06-04-29  101110010      NOT UPDATED
Select patient from "HINQ Suspense file":  <RET>

DEVICE: HOME// <RET>          RIGHT MARGIN: 80// <RET>
```

Print Suspense File Messages

TIME OF STATUS CHANGE: 01/11/92@15:50 STATUS : NEWMAIL
UPDATED? : YES Last Updated : 01/11/92@15:51
REQUESTED BY : DUVAL,PIERRE TIME OF REQUEST: 12/24/91@08:33

HOFFMAN,DAN AUG 1,1945 SSN:45645 6456 C-#:23124399 S-#:456456456
VBA name = D HOFFMAN
Prior names = Combat Disability = NONE
SSI Income = NEVER
Name = DAN HOFFMAN
Address = 45 Lark Avenue
Address = NY NY
Zip = 88888
Sex = MALE
Date of Birth = AUG 1,1945
C&P SSN = 456456456 (Verified)
Claim number = 23124399
Service Number = 456456456
Folder Location = NYC-RO
INDICATORS(Active Duty Training NO Disability NO Homeless Veteran NO)
Service data C&P BIRLS

Branch of Service = ARMY
EOD = DEC 3,1962
RAD = JAN 5,1966
DISABILITIES(Combined % = 10 SC/Total = 1/1 Additional =)
7805 - SCARS - 10% - SERVICE CONNECTED
Employable indicator = Employable or not an issue
Competency Pay Status = Competent,or not an issue,Pay direct
Check Amount = 50.00

TIME OF STATUS CHANGE: 01/23/92@11:22 STATUS : Error
UPDATED? : NO Last Updated :
REQUESTED BY : MASON,DEREK TIME OF REQUEST: 1/22/92@10:29

ABBOTT,ALOYSIOUS JUN 4,1929 SSN:101110010 C-#:10101099 S-#:101110010
HINQ Error = SOCIAL SECURITY # missing or invalid
Error Text Returned = HINQ7 7169038 0041SS101110010ABBOTT,ALOYSIOUS

Process the HINQ Suspense File

Through this option, all entries in the HINQ Suspense file with the status of PENDING may be transmitted to the VBA computer as a group. Only the patient's name and social security number are sent on the first try, even if the claim number and service number are known. If a match is not found then the HINQ software will retry using the claim number, if available. If a match is still not found and you know the service number, use the direct input method of the Individual HINQ Request option.

Entries may be transmitted during VBA computer workday hours (daily from 7:30 AM to 6:00 PM EST or CST except on weekends and holidays). Only users who hold the HINQ security key, DVBHINQ, and a HINQ password may access this option.

Before this option is utilized, the routine checks the current date and time and the HINQ site parameter, NETWORK ENABLED, which enables this option. If the VBA computer is not available at this time or if the HINQ site parameter is set to disable this option, the option cannot be utilized. A message will be displayed to inform the user of the problem. (See note #1 on Notes Page at the end of this option.)

The Process the HINQ Suspense File option can only be utilized if the HINQ site parameter, BATCH PROCESSING ENABLED, is set to YES.

This option will abort on the first request if the password is invalid. The Suspense file will show the first entry with ERROR status and the rest would remain PENDING.

Utilizing this option generates a mail bulletin which is sent to all members of the DVBHINQ mail group. The message informs the recipients processing of the Suspense file has finished, provides the total number of HINQ requests completed, the number which returned a successful response, an abbreviated response and an error response.

If the HINQ MAIL MESSAGES parameter at your site is set to YES, the responses to the HINQ requests transmitted thru this option appear as new mail in the IN basket of all members of the DVBHINQ mail group at the requesting station as well as the original requestor and requestors in the HINQ Suspense file with the DVBHINQ security key.

Process the HINQ Suspense File

Example

Note that for security reasons when the password is entered, it is not displayed. An example of the MailMan bulletin generated by this option is also provided. This bulletin is sent to the DVBHINQ mail group only.

When you enter your HINQ password all 'P'ending requests in the Suspense file will be generated.

Enter HINQ PASSWORD: _____ Direct Requests Queued.

Subj: Processed HINQs 24 Oct 89 09:51 5 Lines
From: <JONES,WAYNE> in 'IN' basket.

Processing of the HINQ Suspense file has finished.
A total of 10 HINQ Request(s) have been completed.

8 returned a successful response.

2 returned an abbreviated response, check mail message .

0 returned an error response.

Process the HINQ Suspense File

Notes

1) This option cannot be performed during VBA computer non-workday hours or when the HINQ parameter, NETWORK ENABLED, is set to disable this option. If selected during those times, the following message will be displayed and you will be returned to the menu.

"Network is disabled
Requests may be entered in the Suspense File
The 'Process the HINQ suspense file' option isn't
available"

2) When the user selects this option, the USER NUMBER field in the NEW PERSON file is checked to see if the HINQ employee number exists and, if not, the option is disabled. The following message will appear.

"HINQ Employee Number not in New Person file
Notify System Manager"

Status of HINQ By Patient

The Status of HINQ By Patient option provides information about entries that are currently in the Suspense file. If a HINQ response has been returned for the patient, the response message will also be shown. Depending on how your site has this option set up, it may only be available to holders of the HINQ security key, DVBHINQ.

This option provides users who are not members of the HINQ mail group but who should be allowed to view HINQ responses the means to display response messages.

The following information, if available, is displayed for each selected patient currently in the Suspense file.

PATIENT NAME, DATE OF BIRTH, and SSN

TIME OF STATUS CHANGE - date and time that the HINQ status of this entry was last updated

STATUS - the Suspense file status of this entry (PENDING, NEW MAIL, ERROR, or ABBREVIATED)

UPDATED - whether or not the PATIENT file has been updated with the returned HINQ data thru the Update HINQs to the Patient file option

LAST UPDATED - date and time the PATIENT file was last updated thru the Update HINQs to the Patient file option. If the UPDATED field is NO and a date appears in this field, that date refers to a previous HINQ message received for the patient and not the most recent one.

REQUESTED BY - name(s) of user(s) who have requested a HINQ inquiry for this patient associated with this entry

TIME OF REQUEST - last date and time each user listed in REQUESTED BY field entered a request for this patient. Even though a user may have entered more than one request for this patient, only the most recent date is stored.

HINQ RESPONSE - most recent HINQ response message for this patient, if available

ELIGIBILITY STATUS - the status from the station's PATIENT file for this patient (VERIFIED, PENDING VERIFICATION, PENDING RE-VERIFICATION)

Status of HINQ By Patient

If the selected patient is not in the Suspense file, the following message will be displayed.

"Patient not in Suspense file"

It is possible for a request to have the NEW MAIL status but not have any HINQ response message associated with it. If all recipients of the message delete it by placing it in their WASTE mail basket, no message will appear for this entry. As with other mail messages, they are stored until all recipients delete them.

If the message has been deleted and you wish to have a copy, use the Create a mail message option under the Utilities for Suspense File Menu.

Example

Example 1 - This example shows two requests for HINQ inquiries entered in the Suspense file for the same patient. A HINQ response has not been returned from the VBA computer.

```
Select PATIENT NAME: JONES,MARY      07-10-56      345678901

TIME OF STATUS CHANGE: 11/14/91@08:23  STATUS           : Pending
UPDATED?                : NO              Last Updated    : 06/15/91@09: 53
REQUESTED BY            : ROGERS,SUE       TIME OF REQUEST: 11/14/91@08:23
REQUESTED BY            : WILLIAMS,DAVID   TIME OF REQUEST: 11/06/91@12:55

***ELIGIBILITY NOT VERIFIED***
```

Example 2 - This example shows an entry with the ERROR status.

```
Select PATIENT NAME: CHAPMAN,JOHN    07-31-19      142434445

TIME OF STATUS CHANGE: 11/22/91@09:00  STATUS           : Error
UPDATED?                : NO              Last Updated    :
REQUESTED BY            : WILLIAMS,DAVID  TIME OF REQUEST: 11/20/91@10:00

HINQ response for CHAPMAN,JOHN /requested by WILLIAMS,DAVID
11/22@09:00 CHAPMAN,JOHN JUL 31,1919 SSN:142434445

HINQ Error = No Record matches data requested, Retry
              using CN. or SN. via 'Individual HINQ'.
Error Text Returned = HINQC  7169866      NMCHAPMAN,JOHN/NO RECORD.$

***ELIGIBILITY NOT VERIFIED***
```

Status of HINQ By Patient

Example 3 - This example shows a request for a HINQ inquiry and its response from the VBA computer.

```
Select PATIENT NAME: HOFFMAN,DAN      08-01-45      456456456

TIME OF STATUS CHANGE: 01/11/92@15:50  STATUS           : NEWMAIL
UPDATED?                : YES           Last Updated    : 01/11/92@15:51
REQUESTED BY           : DUVAL,PIERRE   TIME OF REQUEST: 12/24/91@08:33

HOFFMAN,DAN  AUG 1,1945  SSN:456456456  C-#:23124399  S-#:456456456
VBA name = D HOFFMAN
Prior names =                                     Combat Disability = NONE
                                                SSI Income = NEVER

      Name = DAN HOFFMAN
      Address = 45 Lark Avenue
      Address = NY NY
      Zip = 88888
      Sex = MALE
      Date of Birth = AUG 1,1945
      C&P SSN = 456456456 (Verified)

      Claim number = 23124399
      Service Number = 456456456
      Folder Location = NYC-RO
INDICATORS(Active Duty Training NO  Disability NO  Homeless Veteran NO)

Service data      C&P      BIRLS
-----
Branch of Service =      ARMY
      EOD =      DEC 3,1962
      RAD =      JAN 5,1966

DISABILITIES( Combined % = 10   SC/Total = 1/1  Additional = )

7805 - SCARS - 10% - SERVICE CONNECTED
      Employable indicator = Employable or not an issue
      Competency Pay Status = Competent,or not an issue,Pay direct

      Check Amount = 50.00
```

Utilities for Suspense File

Create a mail message

The Create a mail message option allows the user to create a mail message for entries in the Suspense file that have a successful HINQ response. The mail message(s) will be sent to the members of the DVBHINQ mail group and will contain a copy of the patient's HINQ information.

With the storage of the returning HINQ information, a check sum has been developed to insure the integrity of the stored data. If the HINQ information in the Suspense file has been adjusted since the last HINQ for the selected patient, the following warning message will appear and you will be unable to continue.

"HINQ data does NOT seem right
Re-HINQ and/or Notify system manager.
HINQ check sum failure for {patient name}"

Example

Do you wish to create a mail message, to be sent to
the requestors? NO// YES

Select patient from "HINQ Suspense file": ACRON,JOHN 08-02-06
108101681 SC VETERAN NOT UPDATED
Select patient from "HINQ Suspense file": <RET>

.
Mail Sent.

Utilities for Suspense File

Create a mail message

Subj: Hinq response for ACRON,JOHN /requested by BURTON,BARRY [4065178]
26 OCT 91 10:56 18 Lines
From: POSTMASTER (Sender: CARLS,PAUL (TOGUS VAMC)) in 'IN' basket. Page 1
NEW

ACRON,JOHN AUG 2,1906 SSN:108101681
BIRLS Response only - No C&P Record Found

VBA name = ACRON,JOHN
Prior names =

Sex = MALE
Date of Birth = AUG 20,1906
Date of Death = SEP 01,1987
BIRLS SSN = 108101681 (Verified)
Claim Number = 6515468
Service Number = 8007986
Folder Location = 209

Service data	C&P	BIRLS
--------------	-----	-------

Branch of Service =	AIR FORCE
EOD =	SEP 18,1943
RAD =	NOV 20,1945

Char of Service = HON
DISABILITIES(Combined % = 0 SC/Total 1/1 Additional = 0

7308 - POSTOPERATIVE STOMACH INJURY - 060% - SERVICE CONNECTED

Select MESSAGE ACTION: IGNORE (in IN basket)//

Utilities for Suspense File

Delete entry from HINQ Suspense file

The Delete entry from HINQ Suspense file option allows the user to delete an entry/entries from the HINQ Suspense file. This is the only way to delete a name from the Suspense file that was entered in error.

You will be prompted for the name you wish to delete from the Suspense file. Once selected the system will ask if that is the correct entry you want deleted.

Example

This option will delete an entry from the HINQ suspense file.

```
Select HINQ SUSPENSE NAME: AMONTE,MARK 08-21-06 108101888 SC
VETERAN NOT UPDATED
```

```
Is this the entry you want deleted? AMONTE,MARK? NO// Y (YES)
```

```
Deletion completed on AMONTE,MARK
```

```
Select HINQ SUSPENSE NAME:
```


Utilities for Suspense File

Edit HINQ Suspense File Parameters

This Suspense file utility option provides users the ability to view and edit the following HINQ parameters.

NETWORK DAY

Usually this field contains the current day's date except on weekends and holidays. On a weekend or holiday, this field contains the date of the previous workday (i.e., on a Sunday, this field contains the date of the previous Friday). Under normal conditions, this field should NOT be edited since it is updated automatically by the system.

The first time an option which requires the HINQ password is selected in a network workday, the value in this field is updated to the current day's date. Since HINQ requests cannot be sent on weekends or holidays, this field will always contain the value of a network workday.

LAST NET-WORKDAY

This parameter contains the date of the previous network workday (i.e., on a Monday, this field contains the date of the previous Friday. On a Sunday, the current NETWORK DAY is still Friday so this field contains the date of the previous Thursday).

When the NETWORK DAY parameter is updated the first time an option which requires the HINQ password is selected during network hours (as previously described), this parameter is also automatically updated.

This parameter affects the HINQ option, View the HINQ Suspense File. This option displays entries in the Suspense file beginning with the current day and going back to the LAST NET-WORKDAY date.

To extend the date range of the View the HINQ Suspense File option for special circumstances, this parameter can be edited to contain an earlier date. When the first request is transmitted on the following workday, this field will automatically get updated as usual to the previous NETWORK DAY value.

Utilities for Suspense File

Edit HINQ Suspense File Parameters

NETWORK ENABLED

This parameter can be set to a YES or NO value to enable or disable the following options which allow the user to send requests to the VBA computer: Individual HINQ Request, Process the HINQ Suspense File and Generate HINQ Requests.

The network is disabled automatically by the HINQ software during VBA computer non-workday hours. However, if network communication tests indicate a network communication problem exists, the network should be disabled through this parameter temporarily until the problem is resolved.

BATCH PROCESSING ENABLED

This parameter is set to a YES or NO value. This value enables/disables the option, Process the HINQ Suspense File.

USE HIGH INTENSITY

This parameter is set to a YES or NO value. When set to YES, boldface and flashing type will appear on portions of the HINQ screens.

AUTO-QUEUE OF IDCU ERRORS

This parameter can be set to YES REQUEUE or NO REQUEUEING. The HINQ software uses the value in this parameter to determine whether or not to automatically resend HINQ requests when the login to the remote RDPC fails for batch processing.

AUTO-QUEUE LIMIT

This parameter only applies to sites which have chosen to automatically resend requests (as described above). It is to be set to a number between 0 and 50. This number is the total number of times the system will try to resend if the login to the remote RDPC fails. In most circumstances, a number between 10 and 20 should be sufficient.

QUEUE COUNTER

This field is a count of the number of batch processes that have been queued by the system on a particular day. It is incremented by the system each time it attempts to resend requests to the remote RDPC. Before retransmission of requests, the number in this field is compared with the number in the AUTO-QUEUE LIMIT field. When this number has exceeded the AUTO-QUEUE LIMIT number for the day, requests will not be retransmitted.

Utilities for Suspense File

Edit HINQ Suspense File Parameters

This field can be edited, if necessary, to allow retransmission of requests after the AUTO-REQUEUE LIMIT has been exceeded. The system resets this counter to zero each workday.

HINQ MAIL MESSAGES

This parameter should be set to YES if you wish mail response messages generated for batch HINQ requests, i.e., when the Generate HINQ Requests and Process the HINQ Suspense file options are utilized.

RDPC Time Difference

This field should be set to the amount of time difference (in hours) between your site's time zone and the time zone of the RDPC where HINQ requests are sent.

ASK MEDICAL CENTER DIVISION

At multi-divisional facilities, this parameter may be set to YES to ask for the division making the request. The division name will then be displayed on the first line of the response.

IDCU ADDRESS

This field is used to specify the code for the VBA computer to which your site is transmitting HINQ requests.

IDCU USERNAME-PASSWORD

This field holds the IDCU username-password for your medical center. Do NOT enter your HINQ password here.

HINQ device name

This is the name/number of the device (as entered in your DEVICE file) which connects the DHCP computer to the site's IDCU for transmitting and receiving HINQ requests.

BATCH DEVICE NAME

This is the name/number of the device (as entered in your DEVICE file) that is to be used when the batch process (Process the HINQ Suspense file or Generate HINQ Requests options) is run. It should be different from the HINQ device.

INSTITUTION/STATION NUMBER

This is the number or name (from the INSTITUTION file) of the station.

Utilities for Suspense File

Edit HINQ Suspense File Parameters

Example

NETWORK DAY: DEC 10,1988// <RET>
LAST NET-WORKDAY: DEC 9,1988// T-5 (DEC 4, 1988)
NETWORK ENABLED: YES// <RET>
BATCH PROCESSING ENABLED: YES// <RET>
USE HIGH INTENSITY?: YES
AUTO-REQUEUE OF IDCU ERRORS: YES REQUEUE// <RET>
AUTO-REQUEUE LIMIT: 10// 15
REQUEUE COUNTER: 0// <RET>
HINQ MAIL MESSAGES: NO
RDPC Time Difference: 0// <RET>
ASK MEDICAL CENTER DIVISION: YES// NO
IDCU ADDRESS: DMS.BDNE Philadelphia
IDCU USERNAME-PASSWORD: OGISC455C-PROVIEKE
HINQ device name: HINQ 10
BATCH DEVICE NAME: MINIOUT9.9
INSTITUTION/STATION NUMBER: 500// <RET>

Utilities for Suspense File
Network Enable/Disable
Disable HINQ Network
Enable HINQ Network

The Disable HINQ Network and Enable HINQ Network options enable/disable those options which allow the user to transmit HINQ requests - Process the HINQ Suspense File, Generate HINQ Requests, and Individual HINQ Request.

The network is disabled automatically during VBA computer non-workday hours. If there are known problems with the communication link as indicated by failure of the HINQ transaction test, or if there are network messages indicating a transmission problem, the network should be disabled through the Disable HINQ Network option. Utilizing that option disables the transmitting functions and not the **VISTA**-IDCU link. Information concerning the HINQ transaction test may be found in the Exported Options section of the HINQ v4.0 Technical Manual.

Utilities for Suspense File
Network Enable/Disable
Disable HINQ Network
Enable HINQ Network

Example

Select Utilities for Suspense File Option: Network Enable/Disable

Disable HINQ Network
Enable HINQ Network

Select Network Enable/Disable Option: Enable HINQ Network
Network Enabled

Utilities for Suspense File

Purge Suspense File (retain 30 days)

The Purge Suspense File (retain 30 days) option is used to delete entries from the HINQ Suspense file. All entries whose last status update date is before the last 30 days will be deleted. When this option is utilized, the entries purged from the file are individually listed, and the total number of entries purged is also provided.

Example

Entries in the HINQ Suspense file before the last 30 days will be deleted

Do You wish to continue ? NO// YES

HART,WILLIAM	NOV 01, 1985@10:04.
HOFFMAN,GORDON	NOV 02, 1985@10:04.
SMITH,JULIE	NOV 02, 1985@10:05.
WILLIAMS,DAN	NOV 01, 1985@10:05.

4 Entries deleted from suspense file

Utilities for Suspense file Recompile HINQ templates

All edit templates and most of the print templates in the HINQ package are compiled for quicker processing time. This option is used by the site manager to recompile the HINQ print and edit templates when installing the system on multiple CPUs.

Example

Do you want to Recompile the HINQ edit and print templates? YES// <RET> (YES)

```
*****
                        Recompilation of 'Edit' templates
*****
```

----Recompiling 'DVBHINQ UPDATE' Input Template----

Compiling DVBHINQ UPDATE input template of File 2.

```
'DVBHCE' ROUTINE FILED...
'DVBHCE1' ROUTINE FILED.....
'DVBHCE2' ROUTINE FILED.....
'DVBHCE3' ROUTINE FILED..
'DVBHCE4' ROUTINE FILED.....
'DVBHCE5' ROUTINE FILED...
'DVBHCE7' ROUTINE FILED...
'DVBHCE8' ROUTINE FILED....
'DVBHCE9' ROUTINE FILED..
'DVBHCE10' ROUTINE FILED
'DVBHCE11' ROUTINE FILED..
'DVBHCE12' .ROUTINE FILED..
'DVBHCE13' ROUTINE FILED..
'DVBHCE14' ROUTINE FILED..
'DVBHCE15' ROUTINE FILED.
'DVBHCE16' ROUTINE FILED..
'DVBHCE17' ROUTINE FILED..
'DVBHCE19' ROUTINE FILED..
'DVBHCE20' ROUTINE FILED.
'DVBHCE6' ROUTINE FILED..
'DVBHCE18' ROUTINE FILED
```

'DVBHINQ UPDATE' has been recompiled in the ^DVBHCE* routines.

Utilities for Suspense file Recompile HINQ templates

```
*****
Recompilation of 'Print' templates
*****
```

---Recompiling 'DVBHINQ PAT-HINQ COMP' Output Template---

```
Compiling DVBHINQ PAT-HINQ COMP print template of File 2.....
'DVBHCG' ROUTINE FILED
'DVBHCG1' ROUTINE FILED.....
```

'DVBHINQ PAT-HINQ COMP' has been recompiled in the ^DVBHCG* routines.

Utilities for Suspense File

Select View Suspense File

The Select View Suspense File option is used to view a listing of the entries in the Suspense file.

The user may choose to list all the entries or may specify a Suspense file status (NEW MAIL, PENDING, ABBREVIATED, or ERROR) to print only entries with that status. You will also be prompted for a device selection.

The entries are listed in order according to the last status update date/time, beginning with the most recent. The following data, if available, is displayed for each entry: patient's name and social security number, Suspense file status, date/time status was last updated, name(s) of requestor(s) and date/time of request(s).

Example

```
Do you wish to view all entries ? ALL// PENDING
DEVICE: HOME// <RET>      RIGHT MARGIN: 80// <RET>
```

Patient	SSN	..status..time	Requested by
SMITH,JOE	079643778	..P..11/25@14:23	WILLIAMS,DAVID 11/25@14:23
DOE,JOHN	122334444	..P..11/25@09:41	ROGERS,SUE 11/25@09:41
CHAPMAN,THOMAS	789789789	..P..11/24@17:00	MARTIN,RAYMOND 11/24@17:00

View the HINQ Suspense File

The View the HINQ Suspense File option lists entries from the HINQ Suspense file on the screen.

The HINQ parameter described below controls which Suspense file entries are displayed when this option is selected. Entries whose HINQ status have been updated within the time period from the current day back to the LAST NET-WORKDAY will be listed.

LAST NET-WORKDAY: This field contains the date of the previous network day (i.e., on a Monday, this field contains the date of the previous Friday).

The following information, if available, is displayed for each entry in the Suspense file within the date range.

Patient's name and SSN

Suspense file status of the request
(PENDING, NEW MAIL, ERROR or ABBREVIATED)

Date/time Suspense file status was last updated

Names of user(s) who have requested a HINQ inquiry for the patient

Date/time of HINQ inquiry request(s)

Once this option is selected, the routine runs automatically with no user prompts.

Example

Patient	SSN	..status..time	Requested by
SMITH,JOE	079643778	..N..11/25@14:23	WILLIAMS,DAVID 11/23@14:23
DOE,JOHN	122334444	..N..11/25@09:41	ROGERS,SUE 11/23@09:35 WILLS,JON 11/23@14:30
JONES,MARY	345678901	..P..11/24@15:21	PIERCE,MARK 11/24@15:21
BAKER,JASON	123123123	..P. 11/24@16:12	LAFLEUR,MATTS 11/24@16:12
LAWRENCE,IAN	340918282	..E..11/24@08:20	MILLER,JOAN 11/22@12:09
MALONEY,LEE	478177266	..A..11/24@11:43	DEMYAM,WILLIAM 11/22@06:49

The HINQ Response

Introduction

HINQ responses received for HINQ requests transmitted thru the Process the HINQ Suspense File and Generate HINQ Requests options create a mail bulletin which is sent to all members of the DVBHINQ mail group. The message informs the recipients of the total number of HINQ requests completed, the number which returned a successful response, an abbreviated response and an error response. The data contained in the response messages may be viewed thru the View the HINQ Suspense File option.

HINQ responses received for HINQ requests transmitted thru the Individual HINQ Request option appear as new mail in the IN basket of all members of the DVBHINQ mail group at the requesting station as well as the original requestor and requestors in the HINQ Suspense file with the DVBHINQ security key for PATIENT inquiries. This will also occur for the Generate HINQ Requests and Process the HINQ Suspense file options if the HINQ MAIL MESSAGES parameter is set to YES. The messages may be processed (saved, printed, etc.) like other mail messages.

The header of the message gives the name of the patient for whom the HINQ inquiry was requested, the name of the requestor, and the date/time of the request. The first line of the message gives the patient's name, date of birth, SSN, claim number and service number from the PATIENT file. If the ASK MEDICAL CENTER DIVISION parameter is set to YES, the division name will also appear in the first line of the response.

Successful responses will have the NEW MAIL status. Message text may contain BIRLS data only or a combination of both BIRLS and C&P (compensation and pension) data. The BIRLS and C&P records are searched. If no C&P data is present, the HINQ response will indicate "BIRLS Response only - No C&P Record Found".

All messages will not contain the same data items as all the information may not be available on every veteran. For example, some responses may provide data about the spouse while others do not. The data items that may be included in response messages are listed under HINQ RESPONSE DATA ITEMS on the following pages.

When more than one record is found for the message sent, the system will return multiple abbreviated records (up to 15 for abbreviated name response and up to 14 for abbreviated number response) so that the user may select the correct record and initiate another transaction using data from the abbreviated record.

The abbreviated name response occurs when a HINQ request contains a name only which is ambiguous. A name alone request can only be sent to VBA thru the Individual HINQ Request option which does not create an entry in the Suspense file. However, if this patient's name has previously been entered into the Suspense file along with other identifying information and the patient mode of the Individual HINQ Request is used, the STATUS field in the Suspense file is updated to ABBREVIATED and MESSAGE-ID points to the message in the MESSAGE file.

The abbreviated number response occurs when the HINQ request contains a number (social security, claim or service) and/or name which is ambiguous.

Unsuccessful responses will have the ERROR status. The ERROR or IDCU ERROR status indicates that there was a processing error at the VBA computer or an error during transmission. The response will give what HINQ error occurred. A list of common HINQ error messages appears at the end of this Section.

HINQ Response Data Items

If BIRLS only text is returned, any or all of the following data items may be present with the message, "BIRLS Response only - No C&P record found".

- Veteran Name
- Prior Names
- Address
- Social Security Number
- Verified SSN Indicator - (Appears as the word "verified" after the SSN)
- Service Number
- Claim Number
- Date of Birth
- Date of Death
- VA Employee
- EOD Date (Entered on duty date)
- RAD Date (Released from active duty date)
- Branch of Service - (Army, Navy, Marine Corps, Coast Guard, U.S. Public Health Service, Air Force). The remaining branches of service are returned with the category of OTHER.
- Character of Service - (Unverified, Honorable, Other than Honorable, Dishonorable, Honorable for VA purposes, Dishonorable for VA purposes)
- Total Active Service in years, months, days
- Vietnam Service
- Verified Svc Data - (Service data has been verified)
- Folder Location - (Station Number that has jurisdiction over this veteran's C&P claims folder)
- POW days - (Number of days as prisoner of war)
- Medal of Honor
- Power of Attorney
- Guardianship - (Veteran has appointed guardian)
- Incompetent - (Will appear if veteran so rated)
- Service diagnoses and percents - (Up to 6 - indicates whether service connected or non-service-connected)
- Diagnostic Verified Indicator
- Total Active Service
- Active Duty Training Indicator
- Homeless Veteran Indicator
- Disability Indicator

For messages which include C&P data as well as BIRLS data, any/all of the following data items may also be present.

- Claim number
- Station number - (Same as Folder Location in BIRLS)
- Chief Attorney, Fiduciary - (No fiduciary or the station number having jurisdiction over the fiduciary file)
- Aid and Attendance payee - (HB and/or A&A TERM; HOSPITALIZED, HB,A&A PAY; PAY A&A; HB ONLY; HB and/or A&A NOT GRANTED. All may contain increment for spouse.)
- Character of discharge - (Same as BIRLS)
- POW - (Yes/No)
- Service Branch - (Same as BIRLS)
- EOD Date - (Entered on duty date - if multiple, up to 3) If there are multiple dates in the EOD and RAD fields, the first set come from the C&P record. All others come from BIRLS.
- RAD Date - (Released from active duty date - if multiple, up to 3)
- Additional Service - (No additional service periods, Additional wartime and/or peacetime service, Additional peacetime service, Fewer than 90 days wartime service but service connected disability, or 18-29 months continuous service)
- Date of Birth
- Disabilities - (Number of disabilities, percentage of disability, and indication of service connected or non-service connected disability)
- Combined % of disability - (Veteran's service connected combined degree. Between 0 and 100, in increments of 10)
- Check Amount - (VA money received monthly)
- Employable Indicator - (Employable or not an issue, or Unemployable)
- Competency Indicator - (Competent or not an issue, or Incompetent)
- Competency Pay Status - (Pay direct, Pay fiduciary, or Supervised direct pay)
- Spouse Birth Date
- Spouse First Name
- Permanent and Total Indicator - (Not permanently and totally disabled, or Cannot be determined)
- Total Number of Children - (Number of children for whom the veteran is receiving money)
- Number of Birth Segments - (Up to ten birth segments are shown)
- Child Birth Date
- Child Status - (Under 18; Attending school; Helpless - over 18; Under 18 - probable WOE entitlement although death not service connected; Possibly under 18; Child under 18 - married or deceased; School child married or deceased; Helpless child married or deceased; or WOE entitlement - married or deceased)

- Child Name
- Earned Annual Income-Payee
- Annual Social Security Amount-Payee
- Type of Other Annual Retirement-Payee - (Black Lung, Military, Civil Service, Railroad, Other)
- Amount of Other Annual Retirement-Payee
- Other Annual Income-Payee
- Earned Annual Income-Spouse
- Annual Social Security-Spouse
- Type of Other Annual Retirement-Spouse
- Amount of Other Annual Retirement-Spouse
- Other Annual Income-Spouse
- Number of Monthly Retirement Segments - (Up to a maximum of ten)
- Type of Retirement Income - (Social Security-payee; Social Security-spouse; Civil Service-payee; Civil Service-spouse; Military Retirement-payee; Military Retirement-spouse; Black Lung-payee; Black Lung-spouse; Railroad Retirement-payee; Railroad Retirement-spouse; Other Retirement-payee; Other Retirement-spouse; Medicare Benefits-payee; Medicare Benefits-spouse)
- Verified Monthly Amount - (Amount of monthly retirement benefits, as verified by the VA)
- Reported Monthly Amount - (Amount of monthly retirement as reported by the veteran)
- Automobile Adapt Equipment Paid - (Last year that a payment was issued for auto adaptive equipment)
- Auto Allowance Paid
- Date of Original Award
- Entitlement Codes
- Networth Payee - (Value of the estate)
- Nursing Home Indicator
- Special Adapted Housing Paid
- Social Security Verification Indicator
- Master Record Type
- Anatomical Loss Code - (Loss of a limb, organ ,etc.)
- Combat Disability Indicator
- Loss of Use Code - (Loss of use of a limb, organ, etc.)
- Other Loss Code - (Special losses which authorize additional payment)
- Veteran Married to Veteran.
- Special Monthly Compensation Code - (Payment of additional money for a given disability)
- Special Provision Code - (Additional payment for particular diagnosis for audit purposes)
- Cross Reference File Number

- Social Security Number
- PFOP Balance - (Personal Funds of Patient)
- Amount PFOP Deductible - (PFOP deducted)
- Diary Data - (Includes codes for such items as Helpless Child Review, 100% Unemployable Review, Verify School Attendance, Future Physical Exam, etc.)
- Recoupment Indicator
- PFOP/FDIB Indicator
- Consolidated Payment Indicator
- Net award amount
- CHAMPVA Indicator
- Total Dependents Paid this Award
- Total Dependents Paid this Record
- Number of school children
- Number of helpless children
- Power of Atty/Service Organization
- Network - Custodian/Spouse
- Bureau of Supplemental Security
- Withholding/Apportionment Segment
- Military Payment Code
- No Payment Status Code
- Blind Indicator
- Sex Indicator
- Last Calendar Year reported
- Income for VA purposes
- Type of Medical or Last Expense
- Amount of Medical or Last Expense
- Hardship Expense

HINQ Response Examples

Example 1 - Successful HINQ response

Subj: HINQ response for DOE,JOHN /requested by SMI,MARY [#4092811] 21 Oct 91 10:30
34 Lines

From: POSTMASTER (Sender: COOPERMAN,JAMES (ALBANY VAMC)) in 'IN' basket. Page 1
NEW

--

DOE,JOHN OCT 10,1920 SSN:019018017 C-#:43197322 S-#:81895013
VBA name = J DOE Verified Svc-Data
Prior names = Networth = \$ 20,000-\$21,000
Combat Disability = NONE

Name = JOHN DOE
Address = 32 GUY STREET
Address = SANTA ANNA CA
Zip = 98989
Sex = MALE
Date of Birth = OCT 10, 1920
BIRLS SSN = 019018017 (Verified)
C&P SSN = 019018017 (Verified)

Claim Number = 43197322
Service Number = 81895013
Folder Location = BUFFALO-RO - 307
POW = NO

INDICATORS(Active Duty Training NO Disability YES Homeless Veteran NO)

Service data	C&P	BIRLS

Branch of Service =	ARMY	
EOD =	JUN 01,1942	JUN 1942
RAD =	OCT 24,1948	OCT 1951
Char of Service =	HON	HON
Additional service = Not an issue		

Diary data:

JUL 1996 RO-issue Dependency Verification form - 24

DISABILITIES(Combined % = 10 SC/Total = 1/1 Additional = 0)

7804 - SUPERFICIAL SCARS	- 10% -	Service Connected
7805 - SCARS	- 00% -	Service Connected

Perm.,total Disability =
AID & ATTEND = HB and/or A&A TERM
Employable indicator = Employable or not an issue
Competency indicator = Competent, or not an issue
Competency Pay Status = Competent, or not an issue,Pay direct

INDICATORS(NO Severance Recoupment NO PFOP/FDIB NO Consolidated Payment)

Select MESSAGE Action: IGNORE (in IN basket)//

Example 2 - The highlighted line in the following example may occur in a successful HINQ response when there is a possible problem in the named segment. The segment may be BASIC, STATISTICAL, DIAGNOSTIC, FUTURE, or any combination. If this message appears, the user should RE-HINQ. If the message still appears, the actual claims folder should be requested.

```

HOFFMAN,DAN  AUG 1,1945  SSN:456456456  C-#:23124399  S-#:456456456
  WARNING: Error Indicators for BASIC Segment
    VBA name = D HOFFMAN
    Prior names =
      Name = DAN HOFFMAN
      Address = 45 Lark Avenue
      Address = NY NY
      Zip = 88888
      Sex = MALE
    Date of Birth = AUG 1,1945
    C&P SSN = 456456456 (Verified)
      Claim number = 23124399
      Service Number = 456456456
      Folder Location = NYC-RO
INDICATORS(Active Duty Training NO  Disability NO  Homeless Veteran NO)

Service data          C&P          BIRLS
-----
Branch of Service =    ARMY
      EOD =          DEC 3,1962
      RAD =          JAN 5,1966

DISABILITIES( Combined % = 10  SC/Total = 1/1  Additional = )

7805 - SCARS - 10% - SERVICE CONNECTED
      Employable indicator = Employable or not an issue
      Competency Pay Status = Competent,or not an issue,Pay direct

      Check Amount = 50.00

```

Example 3 - Name Response

```

HINQ RESPONSE FOR.../REQUESTED BY MARTIN,GEORGE  05 MAY 91 17:24 EDT 9 Lines

Data Requested:  EDWARDS ,PETER T.

Claim #  SS#          Service #  EOD      RAD      DOB      DOD      BOS      Folder Loc
1234567  339654567  52654578  NOV1965  NOV1967  APR1948  MAR1983  ARMY  NY -R0-328
6453445  123123123
5436765  225675432  45432666  MAY1940  JUN1945  OCT1920          NAVY  NY -R0-328

```

Example 4 - Number Response

HINQ RESPONSE FOR /REQUESTED BY BAKER,GARRY 01 MAY 1991 11:23 11 Lines

Data Requested: C# 1231419

NAME	Fld Loc	Claim #	EOD	RAD	DOB	DOD
PARKER,JAMIE	CHICAGO-R0-238	3467658	JUN1940	MAY1944	AUG1919	DEC1985
FERGUS,ANTHONY	NEW YORK-R0-328	23432#0	JAN1966	FEB1968	JUN1946	
RYMAN,LOUIS	RPC-400	8765456				
MAZZRILLO,JUDY	CHICAGO-R0-238	7816453	SEP1950	OCT1954		

HINQ Error Messages

- File in alert status-search could not be performed (The user should repeat the request at a later time)
- File unavailable (The user should repeat the request at a later time)
- Operator not authorized use of HINQ command
- No record matches data requested
- Social Security number missing or invalid
- Name missing or invalid
- Password missing or invalid
- No record found
- Employee number in NEW PERSON file does not match the number in VBA security record
- Record requested is a sensitive file, the operator does not have the authority to access it
- Claim Number is invalid
- Service Number is invalid
- Station number does not match station number of password
- IDCU Network Error

Following is an example of a HINQ error message:

```
Subj: Hinq Response for DOE,MARY /requested by SMITH,MARK [#4049847] 12 Oct 91
12:00 3 Line
FROM: POSTMASTER (Sender: JONES,JERRY (VAMC ALBANY)) in 'IN' basket.    Page 1
-----
```

```
DOE,MARY NOV 6,1950 SSN:897564879
      HINQ Error = PASSWORD missing or invalid
Error Text Returned = HINQ9    7169018    0060SS897564879NMDOE,MARY/
```

```
Select MESSAGE Action: IGNORE (in IN basket)//
```

Glossary

BIRLS	Beneficiary Information and Records Locator Subsystem	
DVBHINQ	A security key in the HINQ package.	
HINQ employee number	A number entered into the NEW PERSON file for each user who has a HINQ password. It is distributed by VBA and uniquely identifies each user to VBA.	
HINQ Response	Response from VBA computer to a HINQ request.	
HINQ Suspense File	File which serves 2 major functions - stores HINQ requests for later processing and serves as a log in that HINQ responses are entered here.	
HINQ Suspense File statuses	Pending	request awaiting transmission
	New Mail	successful response received
	Error	error occurred in the processing of this inquiry at the VBA computer
	Abbreviated	abbreviated response received
	IDCU error	error occurred in the return transmission of the HINQ string
IDCU	Integrated Data Communications Utility	
VBA	Veterans Benefits Administration	